REMOTE WORK GUIDES AND RESOURCES

INTRODUCTION

PURPOSE

The Office of the Chief Technology's mission is to empower DC government through technology by providing valued services, advising agencies, and collaboratively governing IT. The purpose of this document is to support employees and teams in the District successfully and securely work remotely.

Please use the DC Government Remote Work site, available at **remote.dc.gov**, to securely connect to the DC Government network.

SUPPORT

If you need help, please contact your Agency CIO/IT Lead.

OCTOhelps, our Technology Support Services team, provides 24x7x365 support for OCTO-supported applications and hardware across the District, even when you work remote. OCTOhelps **(202) 671-1566**

RESOURCES IN THIS GUIDE

1. Virtual Private Network FAQ
   - Anit-Virus Resources

2. Getting Ready to Work Remotely
   - Call Forward Guide

3. Meeting Solutions
   - WebEx Set Up Instructions
   - Teams Conference Calling Quick Guide

4. Supporting Documents
   - List of Agency CIO/IT Leads
   - Agency Telecom Coordinator List
   - Office 365 Quick Guides

VIRTUAL PRIVATE NETWORK (VPN) FREQUENTLY ASKED QUESTIONS

WHAT IS A VIRTUAL PRIVATE NETWORK (VPN)?

A VPN, or Virtual Private Network, is a secure way for District workforce to connect to enterprise applications over the Internet from home or any other remote location ensuring the highest security for our users and the data residing on the network

The District's Enterprise Remote Access VPN is an encrypted secure tunnel that provides a way to remotely connect your Government issued laptops to the District's network over the Internet. It uses an encrypted tunnel to protect your District's data as it traverses the Internet.

How do I submit a request for VPN access?

Contact your Agency CIO, IT lead or the Agency Telecom Coordinator (ATC) to request VPN access. The list of ATC's is also provided in the back of this document.

How do I install the VPN Client?

The VPN client software has been pushed and pre-installed on all OCTO managed laptops. If the VPN client software is not installed when you attempt to connect to vpn.cdc.gov , you will be prompted to install the software which requires administrative privileges. For immediate installation of VPN contact your agency IT team.

What resources will I be able to access while connected to Desktop VPN?

While connected to VPN you will be able to access all enterprise services that you normally access from your work computer. (Ex. PASS, PeopleSoft, SOAR, BlueZone, fileshares)

In addition to the enterprise applications, your Agency IT lead determines what resources should be available when connected to VPN based on the application sensitivity and regulatory requirements.

Can I use VPN from my personal home computer?

The District discourages use of personal computers to connect to VPN.
If you need to work remotely and need access to basic internal resources like PASS, Peoplesoft you can access them using remote work site remote.dc.gov

How long can I stay connected to VPN?

You can stay connected for 8 hours at a time and will require to reauthenticate. There will be a 2-hour inactivity timer that will disconnect you from the VPN.

Why can I not get to all of my fileshares?

There might be a security or a regulatory requirement preventing general access to the fileshare If you are unable to access a given file share, please contact your agency IT.

Who should I contact if I need help or have a question regarding VPN?

For technical support with VPN, please contact OCTOHelps using the information provided below.

> Submit a ticket:
> OCTOHelps Service Desk
> Email: vpnhelpdesk@dc.gov
> Phone: 202-671-1566

HOW TO UPDATE MCAFEE ON YOUR WORK DEVICE

There are numerous issues that can hamper a customer's VPN connectivity. Here are a few simple troubleshooting steps you should try:


To run a basic update to McAfee, Right click the McAfee icon in the system tray and select **McAfee Endpoint Security**.

1. Select **Update Now** in the top right hand corner.
2. When all packages are downloaded and applied the menu will state the update is complete and give you the option to select **Close**.
3. Reboot your device.

    Some updates may require a system reboot to finish applying all necessary changes to McAfee.

    On machines that have not had McAfee updated or used VPN for an extended period or has been recently re-installed it may take more than one successive reboot to comply with network security standards.
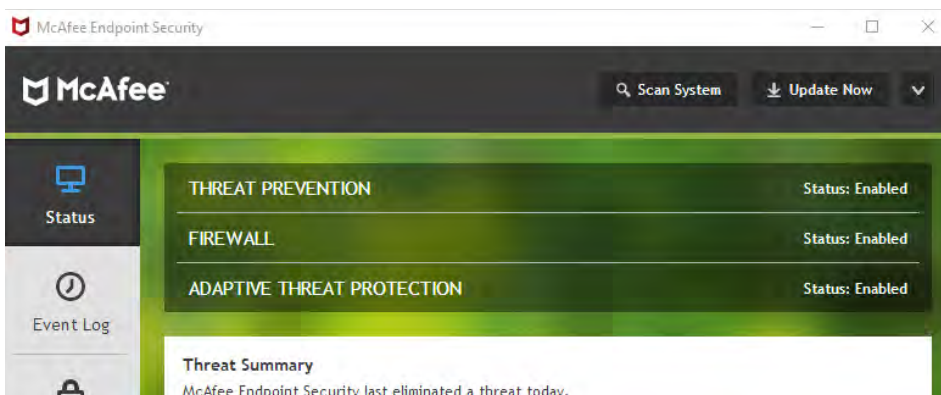
Another tip to try is updating McAfee is performing a scan.

GETTING READY TO WORK REMOTELY

REMOTE WORK GUIDANCE

Prior to Going Remote

You must have an up-to-date anti-virus in order to connect to the Desktop VPN and Client VPN. Reach out to your Agency CIO/IT Lead for assistance updating your antivirus on your DC Government owned device.

If you do not have a VPN account, please contact your Agency CIO/IT Lead.

- Pease test your ability to access the DC Government network remotely using your work or personal device (based on your agency guidance) and report any issues to your agency IT lead.

- Please continue working safely online, especially remotely. Check out ready.dc.gov/cyber for further information.

- The same acceptable use policy applies when connected to the DC Government network from home, when creating, accessing and saving DC Government data from home – whether you are using your work or personal device.

Personal Device Guidance

- Network access and technical support for employees using personal devices without using the VPN Service will be **limited** if available at all.

- Technical issues with personal devices **will not be supported** by OCTOhelps Helpdesk.

- **You are responsible for your personal devices up-to-date antivirus software** (for Windows | for Mac) be installed to enable the VPN. The lists of approved antivirus software is also available in the supporting documents section.

- Personal devices will have access to a limited set of District applications and systems.

- Access to sensitive data from personal devices is **restricted.**

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CALL FORWARDING

Never miss a call when you are working remote.

If you did not have a chance to forward your phone before beginning remote work, please reach out to your Agency CIO/IT lead. If you don't have an Agency CIO/IT lead call OCTOhelps at 202-671-1566.

Avaya – All Phone Types
- To activate call forwarding from your Avaya desk phone:
- Dial *22 followed by 9 and the 10-digit phone number of the destination. You will hear a confirmation tone.
- To deactivate call forwarding from your Avaya desk phone:
- Dial #22. You will hear a confirmation tone.

Cisco 7000 Series IP Phones – Forward All
- Press Forward All.
- Dial 9 and the 10-digit phone number of the destination. The phone display updates to show that the call is forwarded.
- To cancel call forwarding, press Forward Off.

Cisco 8000 Series IP Phones – Forward All Calls
- Press the CFwdAll soft key. You will hear a confirmation beep.
- Dial 9 and the 10-digit phone number of the destination. The phone display updates updated to show that the call is forwarded.
- Press the pound key (#) or the EndCall soft key.
- To cancel call forwarding, press the CFwdAll soft **key.**

MEETING SOLUTIONS

TIPS FOR MEETING REMOTE

Virtual Meeting Best Practices:

- Let people know in advance when setting up an online meeting so everyone allots the appropriate amount of time to log-in to the screen-sharing system and become familiar with its functionality.
- **When possible use the VOIP, or call-through-computer option to alleviate service carrier capacity limitations.**
- Schedule virtual screen-sharing practice sessions for novice users 15 minutes prior to a scheduled call.
- Monitor the group chat during the virtual meeting.
- Remember to dial-in remote teammates when meeting face-to-face with other attendees.
- **Use the phone mute button to eliminate disrupting background noise.**

HOW TO
one-click conference call

Make life a little easier with this simple mobile tip: Format conference call-in numbers as one-click in your calendar and event invites.

In your calendar or meeting invite, format conference call-in numbers like this:

| DIAL-IN # | 2 COMMAS | CONF CODE | POUND |

FOR EXAMPLE:

844-697-7277,,55555#

- ➡ NO spaces (dashes are okay)
- ➡ Separate the call-in phone number and conference code with 2 commas
- ➡ End with a # sign

When it's time for the call, open the calendar item from your mobile phone and click.

That's it!

YOU + 🔵 + ❤

Because everyone needs mobile.
sparrowmobile.com

ⓢ sparrow

Consider Video:
Video makes all the difference to working together on a project and maintaining that face-to-face feeling. Sharing ideas can still happen in an instant, and meeting with external stakeholders happens with the click of a button. DCNET Enterprise Webex supports up to 1000 participants.

Record:
Record meetings for people who can't attend or for those who want to refer-back to what was discussed. Your recordings can either be saved to the cloud or your computer as a local recording

Transcripts:
You can choose to transcribe automatically the audio of all Cisco Webex meetings and events sessions that you record. The transcript displays when you play the recording. You can search for text in the transcript and verify what was said when.

WEBEX QUICK GUIDE

dcnet.webex.com > log in >

Log in to your account

Username:

Password:

☐ Keep me logged in

Log In

Forgot your username or password?

From your Home Screen you can

1. Start a meeting

2. Schedule a future meeting

3. View and download your recordings and transcripts

4. Access other solutions like Webex Events and Webex Training

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🔍 Search for meetings and recordings

🏠 Home

▢ Meetings

◎ Recordings

⚙ Preferences

▥ Insights

? Support

↓ Downloads

▢ Feedback

Webex Training

Webex Events

Webex Support

JJ

Jane Johnson's Personal Room 🗐
https://dcnet.webex.com/meet/jane.johnson

⊙ More ways to join

Start a Meeting ⌄   Schedule

Upcoming Meetings

1:30 PM – 2:30 PM   TEST   Fixed
Tue, Apr 7   Jane Johnson   **Start**

Webex Tip:

Copy your meeting room url and copy and paste into an outlook meeting for easy scheduling.

Copy
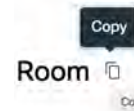
Room 🗐
Copy

This icon copies all your meeting room details to your clipboard, including call in numbers.

- Download the desktop app

- OPTIONAL: Productivity Tools (need admin permission on your computer.)

From: OCTO Communications ◌
To: ◌joe.doe@dc.gov
Subject: Meeting
Location: https://dcnet.webex.com/meet/jane.johnson
Duration: 30 Minutes ▾   All day event
Starts: 5/29/2020 📅   1:30 PM
Ends: 5/29/2020 📅   2:00 PM

ⓘ This invitation has not been sent.

Jane Johnson's Personal Room
https://dcnet.webex.com/meet/jane.johnson | 777001234

Join by video system
Dial jane.johnson@dcnet.webex.com and enter your host PIN .
You can also dial 173.243.2.68 and enter your meeting number.

Join by phone
1-650-479-3208 Call-in number (US/Canada)
Access code: 734 801 211
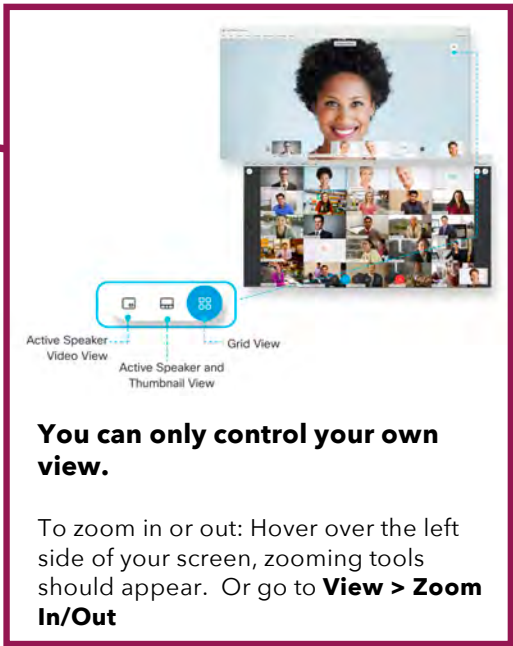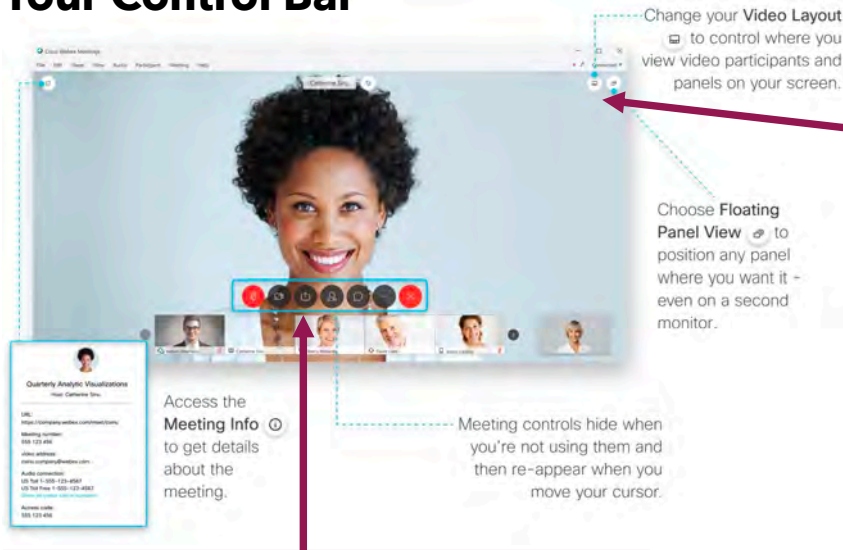
Calendar Invites:

You can put your room url in the location line for easy access.

This is what is copied when you click the copy/paste icon above.

Note: The video system info is for cisco equipment only and is not usually necessary.

For troubleshooting assistance, contact the DC-Net HelpDesk at 202-715-3733.

Your Control Bar

Change your **Video Layout** to control where you view video participants and panels on your screen.

Choose **Floating Panel View** to position any panel where you want it – even on a second monitor.

Access the **Meeting Info** to get details about the meeting.

Meeting controls hide when you're not using them and then re-appear when you move your cursor.

You can only control your own view.

To zoom in or out: Hover over the left side of your screen, zooming tools should appear. Or go to **View > Zoom In/Out**

Active Speaker Video View
Active Speaker and Thumbnail View
Grid View

Quarterly Analytic Visualizations

- Mute (Red) or Unmute (Black)
- Video Off (Red) or On (Black)
- Share screen, documents or whiteboard
- Stop/Start Recording
- Participant List
- Chat
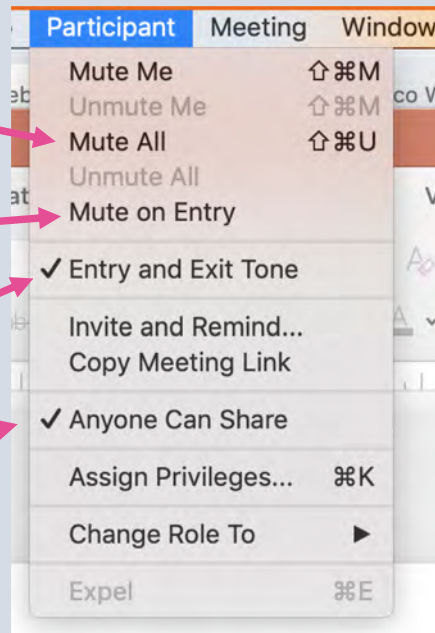- More Options
- End or Leave Meeting

Audio

Once you start or join a meeting room, you can join the audio by:

- Computer audio, or
- Dialing the call-in number or entering your number for the system to call you.

Muting and other Participant Tools

- To mute everyone at once, from the **Participant** > **Mute All.**
- To configure your meeting to mute each participant as they join the meeting, from the **Participant** > **Mute on Entry**.
- To turn off the 'ding' that happens when someone joins or leaves a meeting **deselect Entry and Exit Tone.**
- To control who can share content **deselect Anyone Can Share** – the host will then need to grant presenter controls.

Participant	Meeting	Window
Mute Me	⇧⌘M	
Unmute Me	⇧⌘M	
Mute All	⇧⌘U	
Unmute All		
Mute on Entry		
✓ Entry and Exit Tone		
Invite and Remind...		
Copy Meeting Link		
✓ Anyone Can Share		
Assign Privileges...	⌘K	
Change Role To	▶	
Expel	⌘E	

TEAMS CONFERENCE CALLING QUICK GUIDE
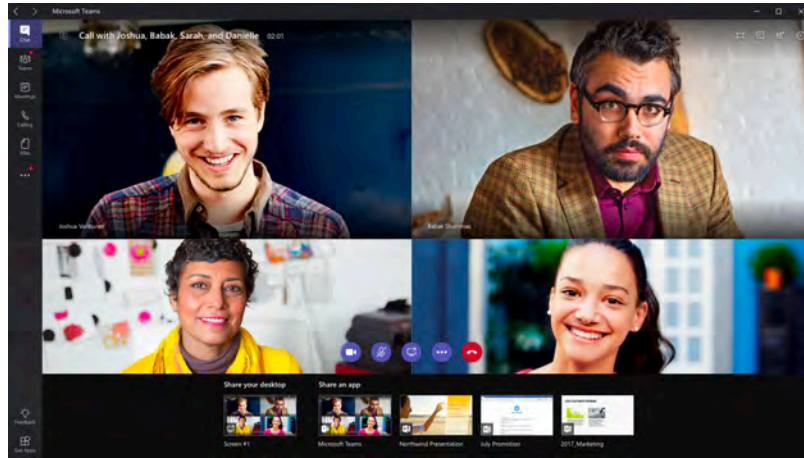
What is Microsoft Teams Conference Calling?
Everyone is familiar with conference calling. Calls are easy to schedule instantly and do not require any advanced technology. Here are some major advantages of using **Microsoft Teams Conference Calling**:

- **Easy Integration** - The Teams Meeting add-in is automatically installed for users who have Microsoft Teams and Microsoft Office (Windows, Mac, OWA, and Outlook mobile).

- **Connection quality.** Audio calls can travel over slow, erratic lines without any noticeable drop in quality. Video conferencing requires that you have a high-speed, reliable connection and is difficult to manage without a high-speed connection. It can be very unnatural to try to talk people while the conversation is lagging.

- **People may be out in the field unable to access a video device** – With audio conference call it can be taken anywhere, even when traveling. While video conferencing means that someone needs to stay in a single place.

- **Technical difficulties could prevent connecting to the right platform** - An audio conference can be joined on virtually any phone and with any technological platform.

- **Ability to join the audio portion of a meeting by phone** - In Microsoft Teams, the **Call me** feature gives users a way to join the audio portion of a meeting by phone. This is handy in scenarios when using a computer for audio might not be possible. Users get the audio portion of the meeting through their cell phone or land line and the content portion of the meeting—such when another meeting participant shares their screen or plays a video—through their computer.

TEAMS CONFERENCE CALLING QUICK GUIDE

Instructions

1. Fill out the form below for users within your agency that require the **Microsoft Teams Conference Calling** feature while teleworking.

   Teams Audio Conferencing Enablement Form

2. Once the form is completed with their email address, OCTO Citywide Messaging group will license them within one hour and they will receive the following email:

> You now have Audio Conferencing for Microsoft Teams or Skype for Business Online – Here is your dial-in information and PIN

Office 365 Audio Conferencing has been turned on for your account. With Audio Conferencing, you and your meeting participants can join by phone.

Name:	Smith, John (OCTO)
Account:	emailaddress@dc.gov

Your Audio Conferencing information

Here are the credentials that you and your meeting participants can use to join by phone. This information will be added to any Skype for Business or Microsoft Teams meetings you create. To join a meeting by phone, dial the conference phone number and enter the conference ID.

Conference phone number:	+1 (202) 555-5555

Note: You can get additional phone numbers by clicking the "Find a local number" link in your meeting invites.

Your Audio Conferencing PIN

As the meeting organizer, you'll need to enter your PIN to start your meeting when you're the first person to join and you join by phone. As with any PIN, keep it confidential. You can reset your PIN via the reset PIN link that is included in your meeting invites or by contacting your Office 365 admin.

Audio Conferencing PIN:	*****

3. Download the Teams desktop app from https://teams.microsoft.com/ or use the Teams Web App.

4. ***Login using the same credentials for Office 365 mailbox.***

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SUPPORTING DOCUMNETS

AGENCY CIO/IT LEADS

If you do not see your Agency or Department listed, please call
OCTOhelps at 202-671-1566:

AGENCY/ DEPARTMENT BY CLUSTER	CIO NAME	CHIEF INFORMATION OFFICER (CIO) EMAIL
DC Commission on the Arts and Humanities	Patrick Realiza	patrick.realiza@dc.gov
Department of Small and Local Business Development	Marcia Harris	Marcia.harris@dc.gov
OPERATIONS AND INFRASTRUCTURE		
District Department of Transportation	John Thomas	john.pthomas@dc.gov
Department of Public Works	Terrence Goines	terrencec.goines@dc.gov
Department of For Hire Vehicles	Eric Fidler	eric.fidler@dc.gov
District Department of Energy and Environment	Brian Robinson	brian.richardson@dc.gov
Department of Motor Vehicles	Amit Vora	amit.vora@dc.gov
Department of Insurance, Securities, and Banking	Shankar Vaidyanathan	shankar.vaidyanathan@dc.gov
EDUCATION		
DC Public Schools	Cyrus Verrani	cyrus.verrani@k12.dc.gov
Office of the State Superintendent of Education	Don Davis	don.davis@dc.gov
Department of Parks and Recreation	Andrew Acquardo	andrew.acquadro@dc.gov
Department of Employment Services	Tom Fontenot	thomas.fontenot@dc.gov
HEALTH AND HUMAN SERVICES		
Department of Health	Andersen Andrews	andersen.andrews@dc.gov
Department of Aging and Community Living	Yolanda Lyles	yolanda.lyles@dc.gov
Department of Human Services	Madan Mohan	madan.mohan@dc.gov
Child & Family Services Agency	Marina Havan	marina.havan@dc.gov
Department on Disability Services	Srinivas Bheem	srinivas.bheem@dc.gov
Department of Behavioral Health	Steward Beckham	steward.beckham@dc.gov
Department of Health Care Finance	Fredalyn Bardaje	fredalyn.bardaje@dc.gov
INTERNAL SERVICES		
Department of General Services	Paula Tatum	paula.tatum@dc.gov
Office of Contracting and Procurement	Donald Lovett	donald.lovett@dc.gov
Department of Human Resources	Jamaal Holland	jamaal.holland@dc.gov

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AGENCY CIO/IT LEADS, cont'

If you do not see your Agency or Department listed, please call
OCTOhelps at 202-671-1566:

AGENCY/ DEPARTMENT BY CLUSTER	CIO NAME	CHIEF INFORMATION OFFICER (CIO) EMAIL
PUBLIC SAFETY		
Metropolitan Police Department	David Clow	david.clow@dc.gov
Fire and Emergency Medical Services Department	Melanie Baisley	melanie.baisley@dc.gov
Homeland Security and Emergency Management Agency	Jerica Shackelford	jerica.shackelford@dc.gov
Department of Corrections	Baron Hsu	baron.hsu@dc.gov
Department of Forensic Sciences	Tracy Walraven	tracy.walraven@dc.gov
Office of Unified Communications	Teddy Kavaleri	teddy.kavaleri@dc.gov
Office of the Chief Medical Examiner	Michael Coleman	michaela.coleman@dc.gov
Office of Victim Service and Justice Grants	Imran Chaudhry	michelle.garcia@dc.gov
Office of Human Rights	Josephine Ansah-Brew	josephine.ansahbrew@dc.gov
Department of Youth Rehabilitation Services	Aki Damme	aki.damme@dc.gov
INDEPENDENT		
Office of the Inspector General	Towanda Mitchell	towanda.mitchell@dc.gov
Office of the Attorney General	Chris Tonjes	chris.tonjes@dc.gov
Office of the Chief Financial Officer	Alok Chadda	alok.chadda@dc.gov
Office of the ANCs	Simon Gottlieb	gottlieb.simon@dc.gov
DC Council	Chris Warren	cwarren@dccouncil.us
Alcoholic Beverage Regulation Administration	Simone Andrews	simone.andrews2@dc.gov
DC Public Library	Lami Aromire	lami.aromire@dc.gov
Office of the Tenant Advocate	Tamela Tolton	tamela.tolton@dc.gov
DC Retirement Board	Peter Dewar	peter.dewar@dc.gov
Health Benefit Exchange Authority	Jason Sparks	jason.sparks@dc.gov
Office of Administrative Hearings	Rodney Colbert	rodney.colbert@dc.gov
Office of Employee Appeals	Gabrielle Smith-Barrow	gabrielle.smith-barrow@dc.gov
Office of Zoning	Ndifon Abung	ndifon.abung@dc.gov
Real Property Tax Appeals Commission	Donald Freeman	donald.freeman@dc.gov
State Board of Education	John-Paul Hayworth	john-paul.hayworth@dc.gov
Public Service Commission	Paul Martinez	pmartinez@psc.dc.gov

DC Government Agency Telecom Coordinator (ATC) List

Agency Name	Acronym	A T C	Telephone #	Email Address
Alcoholic Beverage Regulation Administration	ABRA	Camille Robinson	202-442-4356	camille.robinson3@dc.gov
Office of Advisory Neighborhood Commissions	ANC	Gottlieb Simon	202-727-9945	gottlieb.simon@dc.gov
Office on Asian and Pacific Islander Affairs	APIA	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Board of Ethics and Government Accountability	BEGA	Tyrell Dow	202-481-3411	tyrell.dow@dc.gov
Board of Elections	BOE	Arlin Budoo	202-727-5704	ABudoo@dcboe.org
Contract Appeals Board	CAB	Mia House	202-727-6597	mia.house@dc.gov
Criminal Code Reform Commission	CCRC	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Child and Family Services Agency	CFSA	Marlene Dixon	202-727-7493	Marlene.Dixon@dc.gov
Corrections Information Council	CIC	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Criminal Justice Coordinating Council	CJCC	Tia Williams	202-741-8549	eom.atc@dc.gov
Commission on Judicial Disabilities and Tenure	CJDT	April Jenkins	202-727-1363	april.jenkins@dc.gov
Council of the District of Columbia	Council	Larry Cooper	202-724-7889	lcooper@dccouncil.us
Department of Aging and Community Living Government	DACL	Yolanda Lyles	202-727-0354	yolanda.lyles@dc.gov
Department of Behavioral Health	DBH	Margo Robinson	202-671-0386	margo.robinson@dc.gov
Commission on the Arts and Humanities	DCCAH	Carolyn Parker	202-724-2135	carolyn.parker@dc.gov
DC Housing Authority	DCHA			
DC Health Benefit Exchange Authority	DCHBX	Candace Walls	202-730-1642	Candace.Walls@dc.gov
DC Department ofHuman Resources	DCHR	Lamont Williams	202-442-9698	lamont.williams@dc.gov
DC Lottery and Charitable Games Control Board	DCLB	Fred Williams	202-645-8992	Frederick.Williams2@dc.gov
DC National Guard	DCNG	Albert Day	202-685-8761	Albert.day@dc.gov
DC Court of Appeals	DCOFA	Reginald Turner	202-879-2755	rturner@dcappeals.gov
Mayor's Office of Veterans Affairs	DCOVA	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Office of Zoning	DCOZ	Ndifon Abung	202-727-5373	ndifon.abung@dc.gov
Office of Police Complaints	DCPC	Kimberly Ryan	202-727-7098	kimberly.ryan@dc.gov
DC Public Library	DCPL	Elizabeth Jackson	202-727-1163	elizabeth.jackson@dc.gov
DC Public Schools	DCPS	Maria Leon-Hill (non-cellular) Naadira Ali (cellular)	202-727-2298 202-478-2452	maria.leon-hill@dc.gov naadira.ali@dc.gov
Department of Consumer and Regulatory Affairs	DCRA	Jyothi Reddy	202-442-8163	Jyothi.reddy@dc.gov	
DC Retirement Board	DCRB	Adu Poku	202-343-3202	adu.poku@dc.gov
DC State Athletic Commission	DCSAA	Clark Ray	202-654-6115	clark.ray@dc.gov
DC Superior Court	DCSC	Sherman Bunch	202-879-4753	sherman.bunch@dcsc.gov
District Department of Transportation	DDOT	Delesia Dolberry	202-741-8534	DDOT.ATC@dc.gov
Department of Disability Services	DDS	Theresa Shelton	202-442-8425	theresa.shelton@dc.gov
Department of For-Hire Vehicles	DFHV	Sherrita McMillan	202-671-2855	sherrita.mcmillan2@dc.gov
Department of Forensic Science	DFS	Stephon Woodland	202-868-6558	stephon.woodland@dc.gov
Department of General Services	DGS	Que Manning	202-727-7260	quanique.manning@dc.gov

DC Government Agency Telecom Coordinator (ATC) List

Agency Name	Acronym	A T C	Telephone #	Email Address
Department of Housing and Community Development	DHCD	LaVerne Law	202-442-7200	laverne.law@dc.gov
Department of Health Care Finance	DHCF	Crystal Adams	202-442-5966	crystal.adams@dc.gov
Department of Human Services	DHS	Trina Roberts	202-442-3218	trina.roberts@dc.gov
Department of Insurance, Securities and Banking	DISB	Shankar Vaidyanathan	202-442-8154	shankar.vaidyanathan@dc.gov
Office of the Deputy Mayor for Education	DME	Tia Williams	202-741-8549	eom.atc@dc.gov
Deputy Mayor of Greater Economic Opportunity	DMGEO	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Office of the Deputy Mayor for Planning and Economic Development	DMPED	Tia Williams	202-741-8549	eom.atc@dc.gov
Deputy Mayor for Public Safety and Justice	DMPSJ	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Department of Motor Vehicles	DMV	Leonard Golden	202-729-7111	leonard.golden@dc.gov
Department of Corrections	DOC	Ponti St. Andrews	202-523-7100	DOC.ATC@dc.gov
Department of Energy & Environment	DOEE	Shanita Smallwood	202-535-1979	shanita.smallwood@dc.gov
Department of Employment Services	DOES	Ron Whaley	202-698-8197	ronald.whaley@dc.gov
Department of Health	DOH	Monica Octave	202-442-5969	monica.octave@dc.gov
Department of Parks and Recreation	DPR	Adriel Wood	202-671-1805	adriel.wood@dc.gov
Department of Public Works	DPW	Mark Malloy	202-671-2222	mark.malloy@dc.gov
Department of Small and Local Business Development	DSLBD	Marcia Harris	202-727-3900	marcia.harris@dc.gov
Department of Youth Rehabilitation Services	DYRS	Daniel Mulugeta	202-299-5017	daniel.mulugeta@dc.gov
Executive Office of the Mayor	EOM	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Employees' Compensation Fund	EOM	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Deputy Mayor for Health and Human Services	EOM	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Fire and Emergency Medical Services Department	FEMS	Jesse Wimbish	202-715-7782	jesse.wimbish@dc.gov
Homeland Security Emergency Management Agency	HSEMA	Nicolette Bazel	202-481-3030	nicolette.bazel@dc.gov
Judicial Nomination Commission	JNC	Cecelia Harper	202-879-0477	cecelia.harper@dc.gov
Mayor's Office of Legal Counsel	MOLC	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Metropolitan Police Department	MPD	Publiana Pereira	202-671-1513	publiana.pereira@dc.gov
Office of Attorney General	OAG	Tracy Smothers	202-724-2124	tracy.smothers@dc.gov
Office of Administrative Hearings	OAH	Sirah Turner	202-478-9252	Sirah.turner@dc.gov
Office of the City Administrator/Deputy Mayor for Operations	OCA	Tia Williams	202-741-8549	eom.atc@dc.gov
Office of Campaign Finance	OCF	April Williams	202-671-0541	april.williams@dc.gov
Office of the Chief Financial Officer	OCFO	Johannes Bekele	202-478-9242	johannes.bekele@dc.gov
Office of the Chief Medical Examiner	OCME	Kenneth Contee	202-698-9072	kenneth.contee@dc.gov
Office of Contracting and Procurement	OCP	Shari Watson	202-724-3968	shari.watson@dc.gov
Office of Cable Television, Film, Music and Entertainment	OCTFME	Marcella Hicks	202-671-0065	marcella.hicks@dc.gov
Office of the Chief Technology Officer	OCTO	Juliette Tarrance (Cellular)	202-727-2927	juliette.tarrance@dc.gov

DC Government Agency Telecom Coordinator (ATC) List

Agency Name	Acronym	A T C	Telephone #	Email Address
Office of the DC Auditor	ODCA	Waddah Kittab	202-724-0312	waddah.kittab@dc.gov
Office of Disability Rights	ODR	Tia Williams	202-741-8549	eom.atc@dc.gov
Office of Employee Appeals	OEA	Gabrielle Smith-Barrow	202-727-0009	gabrielle.smith-barrow@dc.gov
Office of Finance and Resource Management	OFRM	Joseph Harrison	202-727-0730	joseph.harrison2@dc.gov
Office of Human Rights	OHR	Josephine Ansah-Brew	202-727-3241	josephine.ansahbrew@dc.gov
Office of the Inspector General	OIG	Mike Cooke	202-727-8970	michael.cooke@dc.gov
Office on Latino Affairs	OLA	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Office of Neighborhood Safety and Engagement	ONSE	Quoquina Hall	202-741-8549	eom.atc@dc.gov
Office of Planning	OP	Rita Poindexter	202-442-7600	rita.poindexter@dc.gov
Office of the People's Counsel	OPC	Anthony Lee	202-727-3071	atlee@opc-dc.gov
Office of Risk Management	ORM	Quoquina Hall	202-741-8549	eom.atc@dc.gov
The Office of Senior Advisor	OSA	Tia Williams	202-741-8549	eom.atc@dc.gov
Office of the Secretary	OSEC	Tia Williams	202-741-8549	eom.atc@dc.gov
Office of the State Superintendent of Education	OSSE	Tangee Dingle	202-481-3484	tangee.dingle@dc.gov
Office of Tenant Advocate	OTA	Tamela Tolton	202-719-6562	tamela.tolton@dc.gov
Office of Unified Communications	OUC	Selena MacArthur	202-373-3769	Selena.MacArthur@dc.gov
Office of Victim Services and Justice Grants	OVSJG	Tia Williams	202-741-8549	eom.atc@dc.gov
Public Employee Relations Board	PERB	Antwanette Murphy	202-727-4993	antwanette.murphy@dc.gov
Public Service Commission	PSC	Kirsten Williams	202-626-0200	kwilliams@psc.dc.gov
D.C. Rental Housing Commission	RHC	LaTonya Miles	202-442-9535	Latonya.miles@dc.gov
Real Property Tax Appeals Commission	RPTAC	Debra Spencer	202-727-6861	debra.spencer@dc.gov
DC State Board of Education	SBOE	Rhoma Battle	202-741-0888	rhoma.battle@dc.gov
District of Columbia Sentencing Commission	SCDC	Mia Hebb	202-727-8822	mia.hebb@dc.gov
University of the District of Columbia	UDC	Aloysius Regis	202-274-5606	aregis@udc.edu
Water and Sewer Authority	WASA	Joseph Taylor	202-787-2015	joe.taylor@dcwater.com
Events DC	WCCA	Albert DeGregorio	202-249-3222	adegregorio@eventsdc.com
Special Education Transportation	OSSE	Thadius Harrell	202-724-8178	thadius.harrell@dc.gov
Washington Center For Aging Services		Marie Grimes	703-940-5574	mgrimes@workgroup.us.com